



**Registered Charity No. 1095260**

**MINUTES OF THE 17<sup>TH</sup> ANNUAL GENERAL MEETING**  
**Held online between 10 December 2020 and 4 January 2021**

*Note: Because of restrictions due to the Coronavirus Pandemic the 2020 AGM of the Pinn Medical Centre Patients' Association (PMCPA) took place virtually with an Agenda, Papers, Video Clips and a Voting Return all placed on the PMCPA website. In addition all papers were sent by post to those Members who have not consented to the use of emails in their dealings with the PMCPA. The relevant dates for the process were as follows.*

*All items on website or posted to Members: 10 December 2020*

*Questions and Comments to be submitted by: 21 December 2020*

*Responses made available by: 27 December 2020*

*Voting Period ended: 4 January 2021*

**1 Introduction and Welcome**

Through video clips the **Secretary, George Bardwell**, introduced the online arrangements for the AGM, and the **Chair, Joanne Daswani**, welcomed Members to the Meeting.

**2 Minutes of Previous Annual General Meeting**

The Chair introduced the Minutes of the Annual General Meeting held on 20 June 2019 (reference attached), and recommended that Members should vote to approve them. The Minutes were approved unanimously by all 57 Members voting. There were no matters arising not covered on the current Agenda.

**3 Guest Speaker – David Simmonds MP**

The Chair introduced a video address from David Simmonds MP for Northwood, Ruislip and Pinner. In his remarks David Simmonds said:

*I'm David Simmonds, the Member of Parliament for Ruislip, Northwood and Pinner and I'd like to say a big thank you to everybody involved in the Pinn Medical Centre, for the work that has been put in supporting local residents and patients throughout the Covid crisis. It has been striking to me, engaging both with patients' groups, and the staff and the Partners who run the centre, how valued this is in the local community. I have made the case to Ministers, including the Secretary of State, Matt Hancock, who has been enormously helpful in securing the funding that's required to keep the Pinn open, and I continue to work extremely hard and very closely with all those involved to make sure that the Pinn has a future, both recognising the value of walk-in centres to the NHS in the long-*

*term, and also the value that it provides. Not just to people who live close by and all those patients who are on the register, but also to local people who may need medical attention when they can't get it from their GP and for whom going to A&E at Northwick Park or Hillingdon simply isn't the best option. It's incredibly valued. I receive a lot of praise in my constituency inbox from local people for the service that they receive there, and I wish it the very best for a long and bright future.*

#### **4 PMCPA Constitution**

The Secretary introduced **AGM Paper 1** (attached) in respect of proposed changes to the PMCPA Constitution. The paper referred to the temporary suspension of some of the provisions (on timing and a quorum) in the Constitution relating to the AGM. These changes had been necessitated by the Coronavirus pandemic restrictions which made a normal AGM impossible. It was hoped that these provisions could be re-applied in 2021. In addition the Board was recommending the permanent removal of the provision allowing the direct nomination, including self-nomination at an AGM for the position of Trustee. Such a practice does not, in the Board's view, allow a proper assessment process to be carried out before appointment as a Trustee. The outcome of the vote was as follows:

***Resolution 2 To approve the changes to the PMCPA Constitution set out in AGM Paper !***

**For 55 Against 1 Abstain 1 Carried**

#### **5 Election of Trustees**

The Secretary introduced **AGM Paper 2** (attached) Election and Re-Election of Trustees. Three Trustees, Joanne Daswani, Jagdish Kapur and Brian Yim Lim are standing down as Trustees and are thanked for their work for the Board and the Association. In January 2020 the Board undertook a recruitment exercise following which three candidates are recommended to the AGM for appointment as Trustees. Each of the three candidates – Jayant Doshi, Aryan Jain and Lorraine Solomon - gave a short video presentation; and their pen pictures are included in AGM Paper 2. In addition to the election of new Trustees, the Constitution provides for the re-election of existing Trustees. Seven, as set out in the Resolution below, are standing for re-election. Their pen pictures are also included in AGM Paper 2. The outcome of the voting was as follows:

***Resolution 3 To elect Jayant Doshi as a PMCPA Trustee***

**For 57 Carried unanimously**

***Resolution 4 To elect Aryan Jain as a PMCPA Trustee***

**For 56 Abstain 1 Carried**

***Resolution 5 To elect Jayant Lorraine Solomon as a PMCPA Trustee***

**For 57 Carried unanimously**

***Resolution 6 To re-elect Kevin Mahon, George Bardwell, Anita Manek, Martin Grossman, Nicky Heskin, Phillip Snell and Jenny Stephany as PMCPA Trustees***

**For 56 Abstain 1 Carried**

#### **6 Chair's Report**

In introducing her Report (**AGM Paper 3** attached) the Chair said that it had been a pleasure serving the Association over the last five years but that she was now standing down as Chair and a Trustee. She thanked Jagdish Kapur and Brian Yim Lim - who were also standing down – for their work for the Association; and all Trustees, and the partners of the Pinn Medical Centre, for their support. The Report also referred to the work of Prakash Daswani in leading a campaign to save the Pinn Walk In Centre ably supported by a team of volunteers and Nick Hurd and David Simmonds, our former and current MPs.

## **7      Treasurer's Report**

The **Treasurer, Anita Manek** presented the audited accounts of the Association for the year ended 30 April 2020 (attached as **AGM Paper 4**), and invited Members to endorse the accounts by voting to accept them.

***Resolution 7 To accept the PMCPA Accounts for the year ended 30 April 2020***

***For 57    Carried unanimously***

## **8      Carers Network Report**

**Jenny Stephany, a PMCPA Trustee**, introduced her Report at **AGM Paper 5** attached, noting that the provision of a Carers Network and Café was a strategic objective of the Association. The Café had started in the PMC Conference Room in December 2018, and was a joint initiative with the Pinn Medical Centre. It had continued by video conference during the pandemic. In addition to the Carers Café the network had informal links with Harrow Carers and the Carer Lead at the London Borough of Harrow.

## **9      Transport and Volunteers Report**

**Kevin Mahon, PMCPA Vice Chair**, introduced his Report (attached as **AGM Paper 6**) noting that the role of the Transport Service had changed during the pandemic in response to the changing needs of PMC patients. Thus it now provided help by:

- delivering their medication to their home
- providing a shopping service
- collecting unwanted food parcels and taking them to the Community Food Bank in Wealdstone
- providing a weekly telephone contact with those living on their own and unable to leave their home.

The Board of Trustees had agreed that this increased range of services should continue to be made available after we emerged from the pandemic, and Kevin invited Members to be in touch with him through the PMCPA website should they wish to volunteer.

## **10     Pinn Medical Centre Report**

The Pinn Medical Centre report is attached as **AGM Paper 7**. It includes reference to:

- New developments in Primary Care Networks;
- Consulting with your GP;
- COVID 19 testing and vaccination;
- The Save the Walk In Campaign; and
- The appointment of Dr Hannah Bundock as a new Partner of the PMC.

In a message to the PMCPA and patients, the PMC also thanked the Association for its support and in particular thanked Joanne Daswani, standing down as Chair, for the time and effort she has devoted to the Association.

## **11 Concluding Remarks**

In conclusion the Secretary thanked Members for their participation, reminded them of the opportunity for Comments and Questions and invited them to submit a Voting Return. He also thanked all those who had contributed Papers and videos. The work of the Pinn Medical Centre in serving the community, especially over the last few months had been very much appreciated. Finally he paid tribute to the Chair, Joanne Daswani, for her work over the last five years or more.

*Note: The final document attached to these Minutes is the set of Questions and Comments submitted by Members as part of the AGM process, together with a response to each.*

**PMCPA January 2021**



**Registered Charity No. 1095260**

**MINUTES OF THE 16<sup>TH</sup> ANNUAL GENERAL MEETING**  
**Pinner Methodist Church Hall**  
**Thursday 20 June 2019 – 8.00 pm**

**Available on PMCPA Website – [pinnpatients.org](http://pinnpatients.org)**



### The Pinn Medical Centre Patients' Association (PMCPA) Constitutional Changes

- 1 At its Meeting of 2 June 2020 the Board of PMCPA Trustees decided that, in the light of the Covid pandemic, it should suspend – for this year only - the provisions in Section 5 of the Constitution that relate to the need to hold Annual General Meetings each calendar year and within 15 months of the previous AGM; and the need for a quorum to be present.
- 2 As there could be no certainty of holding a normal AGM in the near future the Board went on to decide, at a meeting on 10 September, that a virtual AGM should be held by a video recording, supplemented by hard copies of all papers being sent to Members who do not use emails in their communications with the PMCPA.
- 3 Such a process would not easily permit the provision in the Constitution whereby Members could present themselves to the AGM for election as a Trustee. Furthermore the PMCPA has held a fully publicised recruitment and selection exercise for new Trustees earlier this year, and three new Trustees are being recommended to this year's AGM. The Board went on to decide therefore that the provisions relating to direct nomination, including self-nomination, at an AGM should also be removed.
- 4 There are considerable difficulties in carrying out a proper assessment process in such circumstances, as occurs during a recruitment and selection exercise. The Board therefore decided to recommend to the AGM that these provisions should be removed from the Constitution on a permanent basis. The provisions in the Constitution ensuring a maximum term of office for Trustees of six years and the need to re-elect Trustees every year will remain, thereby preventing the Board from becoming self-perpetuating.

- 5 **The Board recommends the following changes to the Appendix to the Constitution:**
  - Deletion of the second sentence of para 1.1;
  - Deletion of para 1.2;
  - Deletion of the first phrase of para 1.3;
  - Deletion of paras 1.5 a), b), and c);
  - Deletion of the phrase in 1.5 f) “...rather than directly to the wider membership at an AGM...”
- 6 An amended version of the whole of the Appendix to the Constitution is included as an Appendix to this paper.

**October 2020**

**APPENDIX**

**Procedural Guidelines for the appointment of the Board of Trustees**

**1. The procedure for selecting and appointing Trustees**

- 1.1 All Members of the PMCPA are eligible to become Trustees.
- 1.2 The right to formally elect Members as Trustees rests ultimately with the wider Membership, as expressed by a vote at the Annual General Meeting (AGM), or an Extraordinary General Meeting (EGM) convened for that sole purpose.
- 1.3 The Board is authorised by the Membership to fill any vacancies for Trustees that arise during the period between AGMs. It will do so via an impartial, transparent and fair recruitment process, for which it is ultimately accountable to the wider Membership. Any such new Trustee appointment made between AGMs is subject to ratification at the ensuing AGM by way of the Membership formally electing that new Trustee.
- 1.4 The procedures to be applied are as follows:
  - a) Existing Trustees already elected by the Membership and who wish to be appointed are required to submit themselves for re-election at the AGM every year.
  - b) Notice of the forthcoming AGM shall be given as per clause 5.1 and clause 6 of the Constitution respectively.
  - c) Members who choose to become Trustees by applying to the Board when vacancies arise during the period between AGMs either due to the departure of an existing Trustee for whatever reason, or when the Board identifies a particular skills and/or experience gap that it believes necessary to fill, will be subject to a selection process initiated by the Board. The Board will delegate the detailed management of the process to a Recruitment Panel (see 1.4h below), though will nonetheless remain ultimately responsible for appointing new Trustees from the pool of interested candidates, and accountable to the wider Membership for the same.
  - d) All applications must be completed in writing and submitted to the Board Chair by the stated deadline.
  - e) All candidates will be contacted by a Trustee or nominated representative who will explain the procedure and the criteria for selection (see Clause 2 below)
  - f) Applicants who are disqualified from holding office for legal or other reasons or who do not meet the applicable criteria will be eliminated from the selection process.
  - g) In the event that there are more applicants than the maximum number of vacancies available on the Board, the Board will select those candidates whose characteristics most closely match the stated selection criteria.
  - h) For any Trustee appointments that may need to be made during the period between AGMs, the Chair will select no more than two Trustees, and co-opt others, to form a Recruitment Panel (RP) to manage the recruitment campaign. The RP is effectively a sub-Committee of the Board, as outlined in 4.4.4a of the Constitution.
  - i) The RP will decide, after carefully reviewing all applications, then shortlisting and interviewing potentially suitable candidates, which of them it recommends to the full Board. It is then for the Board to decide on whom to appoint. Any candidates that the Board decides not to appoint will be informed of this in writing as soon as the selection process has ended and be offered feedback on why their application was unsuccessful. Any candidate so advised has the right of appeal to the full Board.
  - j) The Board will subsequently recommend to the Membership at the ensuing AGM that it should formally elect any new Trustees recruited in this way.
  - k) In making its decision as to which Members to recommend for appointment as new Trustees, the Board is obliged to select individuals who, in its opinion, seem most closely to match the criteria set out in the application process and who enable it to carry out the PMCPA's governance effectively. In doing so, it must act at all times in accordance with the terms of the PMCPA's Constitution in respect of which it is

- ultimately accountable for all its decisions to the will of the wider membership, as expressed at any AGM or EGM.
- I) Similarly, the Board will take heed of any views expressed with regard to any prospective candidate and/or the composition of the Board more generally. The Board must ensure that its decision-making process is impartial, transparent and fair at all times.
  - m) Should there be a majority of PMCPA Members at the AGM voting against a proposed candidate or a new Trustee appointed by the Board in between AGMs, that candidate will not be elected to the Board.
  - n) The Board will communicate to the PMCPA's membership (e.g. through the Pinn Piper and the PMCPA website) any new appointments as Trustees and provide a brief summary of their credentials.

## **2. Criteria for making appointments to the Board**

In selecting candidates for consideration for election to the Board, the Board will be guided by the following criteria:

- a) Applicants must have one or more of the particular qualifications, skills, experience, perspectives and or personal attributes that need to be replaced or incorporated into the Board, as identified by periodic audits of the existing Trustees' attributes.
- b) The need for the PMCPA to comply with statutory directives and NHS guidelines, for instance: to ensure that the Membership of the Board as a whole is as representative as possible of the community that the PMCPA has been set up to serve.
- c) These criteria may change from one year to the next, based on the need for the Board to include within its number individuals with particular skill sets and/or other personal attributes that the Board deems appropriate for it to fulfil the PMCPA's Objects.

## **3. Co-opted members**

The Board may, from time to time, co-opt persons to serve in a non-voting capacity on the Board. This applies also to any sub-Committee established, proceedings of which shall be fully reported to the Board. Co-opted Members will be referred to as Advisers to distinguish them from Trustees appointed at the AGM. Any sub-Committee established by the Board must include at least one Trustee, who will act as the formal liaison between the sub-Committee and the Board.

## **4. Interim appointments to the Board**

- a) Should a vacancy occur on the Board between Annual General Meetings, for example by the resignation or departure for any other reason of an existing Trustee, an interim appointment may be made by the Board.
- b) In so doing, and as far as practicable, the Board will follow the above provisions for selecting and appointing candidates, including the publication of the vacancy to the Membership and inviting all those who might be interested to apply.
- c) Any interim Member so appointed will automatically have the same voting rights as all other Board Members. In the event that the interim appointment is not ratified at the next Annual or Extraordinary General Meeting, such that the interim Member has to withdraw from the Board, any decisions taken by the Board at which the interim Member has voted will be valid and will remain in force



### **Election and Re-election of Pinn Medical Centre Patients' Association (PMCPA) Trustees**

One of the most important functions of the Association's Annual General Meeting is to elect and, where appropriate, re-elect Trustees to join the Board. This year three of our Trustees – Joanne Daswani, our Chair; Jagdish Kapur; and Brian Yim Lim are standing down as Trustees. They are thanked for their considerable contribution to the work of the Board and the Association.

In January of this year the Board embarked on a Trustee Recruitment Exercise which, although delayed by the coronavirus pandemic, has now been completed. The exercise was undertaken by a Recruitment Panel of Kevin Mahon, George Bardwell and Anita Manek, respectively Vice Chair, Secretary and Treasurer of the PMCPA. All Members were invited to apply through widespread publicity for the exercise, and the Panel carried out shortlisting and interviews in late August and early September.

At its Meeting of 10 September 2020 the Board accepted the proposal of the Panel that Jayant Doshi, Aryan Jain and Lorraine Solomon should be put forward the AGM with a recommendation that they be appointed as Trustees of the Pinn Medical Centre Patients' Association. Pen pictures of all three are included in the Annex to this paper and Members are invited **to approve their election** by voting in favour of the Resolution.

The following Trustees put themselves forward for re-election – Kevin Mahon, George Bardwell, Anita Manek, Martin Grossman, Nicky Heskin, Phillip Snell and Jenny Stephany. Their pen pictures are also included in the Annex to this paper and Members are invited **to approve their re-election** by voting in favour of the Resolution.

Voting on both Resolutions can be undertaken online or by completing the voting return distributed with the AGM Papers.

**PMCPA – October 2020**

## **Jayant DOSHI**

Born in Kenya, I started work at young age but later studied at home and acquired two degrees. I moved to London in 1968 and started my own business. I have moved house several times and moved to Pinner three years back.

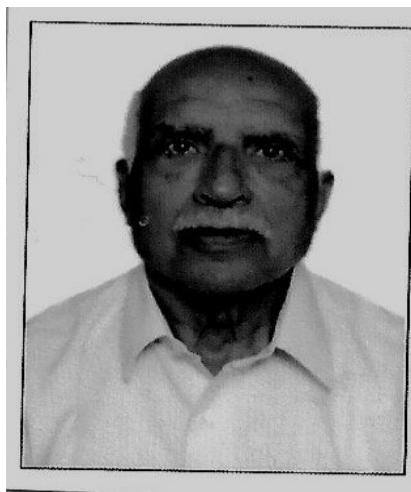
I have four daughters and four grandchildren. I complete 55 years of married life this year. I retired in 2001 and did a lot of travelling (including trekking) and followed several sports activities. I have been keeping myself busy with lots of activities but at the same time devoting some time to community service work. I did seven treks in Himalayas and two in Africa – and the high lights were Everest Base and Mt Kilimanjaro.

I had severe back pain 40 years back and doctors told me it will be for life. However, I took up yoga and cured my back pain. I started a charity organisation for senior citizens and my aim was to encourage members to learn yoga and keep themselves healthy and active.

Many members, especially single ones, and others who hesitate to go away on holidays appreciate holidays we plan and so many members join with lots of joy and enthusiasm. Last year we had a five-day holiday where two hundred members took part.

I joined as a volunteer driver for PMCPA. I had to stop doing it because of the pandemic, but a few times I did volunteering it gave me great joy and satisfaction. I am hoping to be doing that work once we come of the present crisis.

I am hoping to be of help - in whatever way I can be – as part of the Board of Trustees of PMCPA.

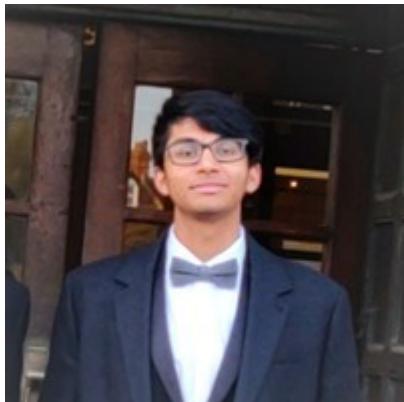


## **Aryan JAIN**

Aryan is an undergraduate student at the London School of Economics and Political Science (LSE) studying Economics. He enjoys reading and engaging on a variety of topics in particular healthcare and immigration policy along with financial markets.

Aryan has experience setting up and running his own education consultancy publishing academic materials under the brand, as well as running an international online publication as Editor-in-Chief.

Aryan has lived in Pinner for just over 7 years and has been a member of the Pinn Medical Centre ever since he was 11, he aims to use his different perspective on the service to maximise the utility of the PMC for its constituents.



## **Lorraine SOLOMON**

Lorraine has many years of experience as a communications and change leader in large global organisations. She specialises in helping leaders and employees to connect with each other, develop meaningful dialogue and achieve significantly better business results.

Lorraine has held senior global positions at Monster, Thomson Reuters, HMRC and Lloyds Bank as well as leading consultancy organisations. She has experience working with two prominent charities, and over recent months has been helping companies to find new ways to be successful following Covid-19.

Lorraine is a long term resident of Pinner, and is married with two children. Meeting new people, coaching people from diverse backgrounds and public speaking are some of the most rewarding aspects of her career and she hopes to use these skills to benefit Pinn Medical Centre patients.



## **Kevin Mahon**

*Vice Chair*

### *Elected as Trustee in 2018*

A proud Scouser, Kevin set up home in Harrow in 1974. Having married Gretta in 1976, they raised a family of two boys, Keiran and Laurie, and became patients at the Pinn Practice when the team of GPs held their surgery in Northumberland Road in North Harrow.

Now retired, Kevin followed much of advice he was given – he has undertaken some travel, learned to play a musical instrument, joined a choir, become a better gardener and a better cook and has undertaken some voluntary work - since 2012 volunteering as a driver for the Pinn Medical Centre taking patients to the surgery or to the local hospitals as required.

Kevin is now retired from his work as a Headteacher, a senior Education Consultant, and an inspector of schools and local authorities in the safeguarding of children. He has a strong CV in delivering excellent work in a range of schools both locally and across the south-east. He has taught in every sort of secondary school it is possible to have done so – small and large, single-site and split-site, Grammar and Comprehensive, single-sex and mixed, faith school and secular, State school and Trust school, independent school and Academy and as a Consultant Headteacher in a Free school. He understands the relationship of how to establish and maintain excellent provision of a public service in the crucible of meeting seemingly endless need with limited resources.

Kevin looks forward to the challenging work of joining the Board of Trustees at the Pinn Medical Centre Patients' Association and sees it as an extension of the important need to give back to the community a little of the support and help he has enjoyed by being a patient at the Pinn and by simply enjoying the benefits of living in Harrow over the last 44 years and counting.

## **George Bardwell**

### *Elected as Trustee and Secretary in 2016*

George moved to Pinner with his wife and four children in the mid-seventies and has always been an enthusiastic supporter of the NHS in general and the Pinn Medical Centre in particular. Much of his working life was spent in the civil service in the Department of Health, where he worked on NHS funding; on professional matters and pay for physiotherapists, radiographers and other health professionals; and on health policy for elderly people. On leaving the civil service he pursued a second career in management consultancy in the reform of public administration – the great majority of which was spent in Eastern Europe and in developing countries in Africa. As well as being Secretary of the PMCPA, George takes the lead on its Membership and Communications Committee.

## **Anita Manek**

### *Treasurer*

### *Elected as a Trustee in 2018*

Anita is a fully qualified accountant with over fifteen years of finance experience in the public sector advising multiple stakeholders, both national and international, on a range of matters including financial management, audit, risk management, accounting policy, governance issues, project management, value for money, IT systems implementation and solution design. Her career started at Deloitte (an international accountancy and consultancy firm) where she trained as a professional accountant and was exposed to accounting and tax complexities in various industries.

Anita has wide ranging management experience across the key business functions with particular expertise in strategic finance, organisational change, corporate governance, risk management, digital transformation and international development.

Connecting and engaging with people from diverse backgrounds continues to be one of the most fulfilling aspects of Anita's career. She hopes to build on this at the PMCPA and, coupled with her professional experience, work with the members to serve our patient population. On the personal front, Anita is married and has two children.

## **Martin Grossman**

### *Elected as Trustee in 2018*

Martin moved to Pinner with his wife and young family in the mid-1980s and they immediately registered as patients at the Pinn.

Professionally qualified as a Graduate Electronics Engineer, being a “people person”, Martin has spent the majority of his working life in a variety of Sales and Marketing roles within the UK Electro-Technical Industry. For the last few years, Martin has worked for a UK based Semiconductor manufacturer that designs and supplies components into the global communications markets. He is currently responsible for the company’s activities in the UK and most of Western Europe and spends a significant amount of time travelling around these areas.

Outside of his working life, Martin has always liked to get involved in other activities, particularly in the local community. For many years, he was associated with Heathfield School Pinner; initially chairing the local group of a nationwide campaign to raise money for bursaries. He later joined the PTA eventually becoming Chairman. Once his daughters had completed their time at the School, he was invited to become a Governor of the school and was Chairman of Governors at the time Heathfield amalgamated with Northwood College.

Martin has also been an active member of Pinner Synagogue and held a number of senior management roles within the voluntary management of the Synagogue. These include chairman of the children’s’ education team and for many years, a member of the Synagogue Senior Executive Team. He also represents the Synagogue on the governing body of the umbrella organisation to which the Synagogue belongs.

Martin’s other interests include many sports (active and passive participation), current affairs and travel.

Martin is looking forward to making a positive contribution to the growth and continued success of the PMCPA.

## **Nicky Heskin**

### *Elected as Trustee in 2016*

Nicky is a veteran marketeer with over thirty years experience in the entertainment industry spanning music, computer games, video and latterly the Im sector where she is currently Head of Creative Servicing at an international Im distribution company. Her strengths include post-production, production and process planning, communication and marketing. She is a long-time resident of Pinner, a mother of two teenage children and has previous charity experience over the course of ten years, latterly as the Chair of the Parent Teacher Association at a Harrow primary school. This particular role focussed heavily on fund raising for the school whilst bringing the school and wider community together. She hopes to bring her marketing and communication skills to the PMCPA, particularly in the areas of fundraising, recruiting new members to the association and patient engagement.

## **Phillip Snell**

### *Elected as Trustee in 2016*

Phillip has had a long career in education and was a head for almost twenty years including a range of additional responsibilities as an Assessor and tutor for NPQH, a member of the London Recognition Panel for Investors in People, a graduate of Common Purpose, a member of LB Brent Education Committee and a Governor and now Hon. Fellow of the University of Westminster. His varied interests included membership of Central Middlesex Relate, Council and National Executive member of the Secondary Heads Association and Chairman of the British Association for Local History. Local involvement included membership of the Parochial Church Council of St. John the Baptist (Pinner) and he is currently a member of the Management Board of the West House and William Heath Robinson Museum Trust. He is particularly interested in the systems used for transferring patient records between hospitals and the PMC and how these can be best coordinated.

## **Jenny Stephany**

### *Elected as Trustee in 2018*

Jenny has lived in Pinner for 25 years taking an interest in local issues and a member of the Pinner Association. She is left handed which may have contributed to her successful work in creative transformation! She has worked in and with the NHS and mainly in North West London. She now has an active interest and involvement in community based support to sustain the human/companion animal relationship for mutual benefit (and shares her home with three rescue cats).

Although no longer working in the NHS she is a lay partner for North West London and has been involved in several working groups – providing lay patient input to help shape healthcare services to align more closely with patient needs. She has a special interest in facilitating health awareness events, chronic healthcare needs (including those of carers) and the potential of social prescribing. As a Trustee for PMCPA Jenny hopes to contribute to these patient related areas (as well as to bring her previous experience as a Trustee for a faith organisation). During her time as a Trustee Jenny has established the Carers Cafe which meets monthly. She also represents PMC PA on the Harrow Health Participation Network.

## **Chair's Report**

## **AGM Paper 3**

Dear PMCPA Member

In June 2019, when we met at our last AGM, we had no inkling of the global disaster that was about to strike us and the rest of the world. The Coronavirus, or Covid-19, pandemic took us all by surprise here in February 2020. It is not only still with us all, but likely also to continue to have a lasting impact on all our lives in multiple ways for the foreseeable future.

Over the last 9 months, Covid-19 has affected everyone in some form, whether directly or indirectly. The PMCPA Trustees and I wish to extend our deepest condolences to those of you who have experienced the loss of close family or friends, and our best wishes for any who have contracted the illness and survived, yet continue face a long, and at times seriously difficult, journey back to full health.

We are well aware that for many of our Members this period has meant sustained isolation and loneliness. The emotional and mental stress arising from not being able to meet up with family and close friends, or participate in the simple activities that are a normal part of our daily lives, is the unseen impact of this virus: this will clearly have had a detrimental effect on our individual and collective wellbeing.

As Trustees, we have had a number of strategic discussions online by Zoom over recent months. We have reviewed the kinds of things we can still do to meet our Members' needs, given the limited scope for face-to-face contact at present. Fortunately, we have been able to convene the Carers Café, albeit virtually, on a number of occasions. Many of our drivers have, in addition, been able to provide transport for those of our patients who most need it. Sadly, however, we have had to postpone for the time being the series of health talks planned earlier this year in partnership with the Pinn Medical Centre.

Clearly, this pandemic has challenged us all to think about new and different ways of engaging effectively with each other. Trustees will continue to consider how best we might serve our Members in the months ahead. If you have any thoughts or suggestions on this, please feel free to share them with us online ([www.pinnpatients.org](http://www.pinnpatients.org)). In the meantime, we propose to have our first ever recorded/virtual AGM.

One of the most important aspects of this AGM will, as before, be to nominate and elect Trustees.

This year three of our Trustees, including myself as Chair, are standing down. Jagdish Kapur, Brian Lim Yim and I were elected by the PMCPA membership five years ago, in 2015, when it was at a particularly vulnerable stage. I wish to thank them both for their important contributions, which have helped the Association to thrive over the last five years. Since then, we have achieved most of the objectives that we set ourselves at the time. This chiefly included us: updating the PMCPA's Constitution for the first time in over a decade; increasing our membership, which, before the pandemic struck earlier this year, stood at its highest level ever; recruiting new Trustees; and, last but not least, launching a new website.

To ensure that the Association continues to build on this progress, Trustees recently completed another recruitment drive. This led to it producing three potential new Trustees - Jayant Doshi, Aryan Jain and Lorraine Solomon - to present to PMCPA Members for election at this year's AGM. Trustees are satisfied that each candidate has many different qualities to offer; and that jointly, as well as in partnership with existing Trustees, they will help take the PMCPA from strength to strength over the coming months and years.

As you probably recall, continued funding for the Pinn's Walk In Centre (WIC) came under serious threat in Spring 2019. At the 2019 AGM, Nick Hurd, former MP for Northwood, Ruislip and Pinner, formally endorsed the Pinn's and PMCPA's determination to save the Pinn's WIC. Nick had always been hugely supportive of our Association during his tenure as the MP, and we remain truly grateful for his invaluable support in that role. We have had the great good fortune to welcome similar levels of exceptional commitment to and support of the PMCPA from David Simmonds MP. David replaced Nick as MP for our constituency at the December 2019 General Election.

Shortly after the 2019 AGM, the Senior Partners at the Pinn, along with PMCPA Trustees invited, Prakash Daswani - a retired charity CEO, long-term Pinn patient and PMCPA member, to spearhead what proved a successful 8-month public and media campaign to "Save the WIC". As campaign organizer, he was ably supported by a resolute and tireless voluntary team comprising more than 20 regular users of the Pinn's WIC - including Sheila Cole, Ruth McNeil, Sharon Pink, Jo Telfer & Ken Evans - as well as key frontline staff at the PMC. The Pinn's Senior Partners, PMCPA Trustees, and the Save the WIC patient-led campaign, joined forces to present compelling arguments directly to Harrow's Clinical Commissioning Group (CCG) in Autumn 2019, to review its decision to cut substantial funding from the Pinn's annual funding from 2020 onwards.

In late December 2019 and early January 2020, this broad coalition of Doctors, Trustees, campaign volunteers and key staff, elicited the informal - yet nevertheless priceless - support also of Lord Daniel Finkelstein, a long-time Pinner resident, and of David Simmonds, our new MP. The latter two made determined yet carefully targeted representations on behalf of the Save the WIC campaign, at the highest levels of national Government.

As a result, in late January 2020, the Secretary of State, Matt Hancock, formally acknowledged and accepted the exceptional value of the Pinn's WIC, particularly for its 40,000 strong patient community within Pinner and neighbouring areas. His formal support led to the CCG and NHS England agreeing not to proceed with the proposed cuts to the WIC's funding for the foreseeable future.

Because the forthcoming AGM will be my last one as Chair, I wish to offer my thanks to all of you. It really has been such a privilege for me to serve you as your Chair for the last five years. I have benefitted greatly myself, by making so many new friends, and have been fortunate too to learn so much about public health provision - and about Pinner as a unified and generous community. I am most grateful to the Pinn's Partners for engaging with the Association and for supporting us to develop the different strands of our work.

Finally, I wish to thank my fellow Trustees for their dedication to the aims and objectives of the Association, and for their consistent efforts and invaluable input.

I have greatly enjoyed working with all of you and I offer everyone my best wishes for the future.



Joanne Daswani  
November 2020

**2019-20 PMCPA – Summary of Financial Report****AGM Paper 4**

The PMCPA financial year covers the period from 1 May 2019 to 30 April 2020. At the end of the financial year, the PMCPA bank had a credit balance of £6,719.38. Payments made during the year were similar to the previous year. However, this year the PMCPA hosted a quiz night on 30 November 2019 which raised a surplus in excess of £700. A detailed breakdown of the receipts and payments made during the year is presented in the accompanying Treasurer's report.

**Anita Manek – December 2020**

**TREASURER'S REPORT**  
**PINN MEDICAL CENTRE PATIENTS' ASSOCIATION**

**Receipts and Payments Account for the year ended 30 April 2020**

	2020	2019
	£	£
Bank balance as at 1 May 2019	<u>3,035.82</u>	<u>7,259.99</u>
<b>Receipts:</b>		
Transport	783.10	1,996.00
Donations from patients	140.00	620.00
Donations from surgery*	6,088.50	-
Advertising in Pinn Piper	100.00	100.00
Quiz evening (net)	724.15	-
	<u>7,835.75</u>	<u>2,716.00</u>
<b>Payments:</b>		
Public liability insurance	183.65	183.09
Design, printing & related work	2,042.53	2,313.60
AGM costs	90.00	105.00
Purchase of items for surgery	-	1,883.39
N.A.P.P affiliation fee	40.00	40.00
Registration - ICO and Voluntary Action	40.00	359.65
Website, IT support & phone costs	1,523.40	1,351.88
Admin / sundry expenses	232.61	703.56
	<u>4,152.19</u>	<u>6,940.17</u>
(Excess payments over receipts) / surplus	<u>3,683.56</u>	<u>- 4,224.17</u>
Bank balance at as 30 April	<u>6,719.38</u>	<u>3,035.82</u>

\* Donation from surgery (£6088.50) received in current year in two installments; one received in May 2019 and second in April 2020.

Approved and agreed on behalf of the Association:

\_\_\_\_\_  
 \_\_\_\_\_ (Chairperson) D. Misra (Treasurer)  
 28/9/20

**INDEPENDENT ACCOUNTANT'S REPORT:**

The above Finance Statement has been produced from the information and papers presented to me and I confirm that it is in accordance therewith.

Agnon LLP  
29/09/2020 Chartered Certified Accountants &  
 Registered Auditors  
 Kelvin House, Kelvin Way  
 Crawley RH10 9WE

## **AGM Paper 5**

### **The Carers' Network and Café .**

The establishment and maintenance of a Carers' network is a PMC PA strategic priority. The PMC is in the process of updating the information it holds on patients who are carers. The Café has been publicised within PMC, and more recently promoted through a text to patients. (which resulted in over a dozen enquires about the café ).

The Carer cafe is a joint initiative between the Pinn Medical Centre and the Pinn Medical Centre Patients Association (PMC PA). It welcomes any patient who provides support to a family member, neighbour or friend. The intention has been to offer a monthly informal drop-in facility, enabling carers to have the opportunity to chat with other carers, exchange lived experiences and learn more about the support available locally from both public and private providers.

The first café was held in December 2018. Until Spring 2020 it was held in the Conference Room at PMC; since COVID it has continued to held virtually – via Google Meet. It is hoped that the café will return to PMC monthly when it is safe to do so. (When held in the Conference Room leaflets and an information booklet was available to attendees. Refreshments have been provided by the PMC at no cost to attendees).

PMC PA has a carer café circulation list which is used to notify café dates and other information relevant to carers. Feedback from those attending the café has been positive. Specific benefits identified include: the opportunity to talk informally with other carers, to learn about experiences with obtaining support – both locally and nationally, to highlight issues of concern to carers and to hear about relevant events. Recent examples of the latter are the London Carers Event – held virtually in September 2020 and the re-launch of the Harrow Carers Card.

Informal links with Harrow Carers (who spoke at a evening event) and the Carer Lead at London Borough of Harrow are now in place.

**Jenny Stephany. 1<sup>st</sup> October 2020.**

## **Transport Service Report from Kevin Mahon**

## **AGM Paper 6**

I'm Vice-Chair of the PMCPA and my main role has been to be the Lead Coordinator for the transport service taking patients to their appointments at the surgery or at hospital. We have not stopped offering our services at any time this year – even through the Covid crisis. The pandemic did however seriously affect the numbers we were able to help and it changed the nature of our role. Prior to the crisis we were helping to transport about 15 patients a week and this number dropped drastically to about 5 a week.

True to our status as a charity, we were still keen to respond to the need to help our patients in any appropriate way.

To this end, we stepped in to help patients by

- delivering their medication to their home
- providing a shopping service
- collecting unwanted food parcels and taking them to the Community Food Bank in Wealdstone
- providing a weekly telephone contact with those living on their own and unable to leave their home

All of these things took place under the guidance of the Pinn Medical Centre and all help was filtered and led by them. There were some lifts provided in exceptional circumstances and very strict precautions were always in place to safeguard our Volunteer Drivers and the Patients themselves. Masks and gloves were always worn by Driver and Patient and the cars were always well ventilated by the opening of the Driver's window at all times during the journey.

As we emerge from the ravages of the pandemic, the Patient Association would like to continue to provide the increased range of services and I formally recommended to the Board of Trustees that we do so to which they readily agreed. It will form part of a new-look provision for our Patients as we continue to evolve alongside the planned changes in the administration of the NHS locally.

It remains for me to pay tribute to the 42 Volunteer Drivers on our database. I am always particularly grateful for the unselfish and generous support they so willingly provide.

Thank you all of you, it is a privilege to work with you on such a vital and important service for people in need.

And to the Coordinators –

- Sheila Cole,
- Rosalind Cooper,
- Orla Beardwell and
- Sally Tawil

- who give up their time on a regular basis to man the phone, efficiently book the Volunteer Drivers and problem-solve so many issues as they do so.

Thank you for what you do, without you there would be no transport service at all.

And to you, the members of the Patient Association, I extend an invitation for you to contact me should you wish to join us in helping to maintain the excellent present provision and to

play your part in the exciting future that lies ahead of us as we extend and improve those services still further

**PMCPA – December 2020**

**Annual PMC report for PMCPA AGM December 2020**

2020 has seen COVID and a significant impact in the way which PMC delivers patient services. Throughout the pandemic because of the outstanding staff and selfless team work, the Medical Centre has managed to stay open to its patients and patients of neighbouring practices when they could not access their own patient services.

There has been a fundamental change in how we see patients; this is to ensure the safety of patients and staff in a COVID compliant system. Since the COVID pandemic began, 90% of consultations have been conducted on the telephone as we have had to reconsider working in a COVID safe environment to minimise the risk of spreading COVID. Whilst some patients have needed a face to face appointment, the vast number of patients have benefited from telephone consultations that have been very effective.

We adopted a very early use of Personal Protective Equipment (PPE) in the practice, purchased by the Partners, and this allowed us to maintain a good range of services despite the COVID pandemic. We wish to thank many people who donated PPE and other resources during the first wave in March including the ready supply of food. Given the new COVID safe regulations, unfortunately we are now unable to accept unpackaged food and drink items.

**New Developments - Primary Care Networks (PCN)**

The Pinn Medical Centre is part of Healthsense PCN which is made up of seven other member GP surgeries. Over the last year we have developed close working relationships, sharing learning and good practice. This collaboration and supporting each other also underpinned our ability to remain resilient and able to continue to provide GP services to all our patients in spite of experiencing staff shortages due to COVID infection and isolation regulations.

**Consulting with Your GP**

It became clear at the onset of the Pandemic in the UK that we in General Practice would no longer be able to continue to see all patients face to face, or a waiting room full of people at the centre potentially spreading COVID infection between each other and members of staff. At the same time the Practice staff were determined to remain open to and care for all our patients (whether Pinn or unregistered walk in) but in a safe manner. So wherever possible and where clinically appropriate consultations were carried out over the telephone, in many cases with patients at home and treatments initiated without the need to physically "see" the patient. With our clinical and reception teams now fully trained to work in this way, and most patients being very satisfied with this way of working and keeping everyone safe, most of our consultations are being carried out on the phone although anyone needing to be physically seen and examined is invited into the surgery under safe COVID 19 working practices. Alternatively we are now also able to carry out consultations by video or texting.

2020 also saw significant expansion in the ability patients to access their clinical records, see their test results or request prescriptions which would then be sent directly by their GP to the patients Pharmacist for delivery.

It is likely that many of these changes are here to stay and keep staff and patients safe going into 2021.

## **COVID 19 testing and Vaccination:**

It is now possible for anyone with symptoms suggesting of COVID infection to present themselves to one of several testing sites (via the NHS website).

With the national roll out of the Covid 19 vaccine being imminent, please be on the lookout for invitations from the Pinn and NHS to come into Harrow designated vaccination sites. We will be starting with the most at risk groups such as Care home residents and people over 80 but the aim is to offer (and hopefully get) at least 75% of our population immunised by Easter. Given that the COVID 19 virus is here to stay and continues to pose a serious threat to life, we would encourage everyone invited to have the vaccine and get protected from this scourge.

## **Key Milestones**

### **Elderly and Frail Patients**

All care homes in Harrow have a delegated lead practice in place and this includes The Pinn which is designed to provide care for a number of care homes. We have a dedicated team to look after this group of patients in the community.

### **QOF – Quality Outcome Framework**

This Framework gives an assessment of the care offered by the practice to patients with long term conditions such as Heart Disease, Mental health issues, Chronic lung diseases and several illnesses, against national standards.

The team has worked hard despite the COVID pandemic to make sure all patients requiring care and taking up the offer of review, received health care that achieved maximum outcomes against national measures.

### **Childhood Immunisations**

Throughout COVID we have continued to vaccinate the children from birth. It is extremely important that the children receive their vaccinations on time and especially during the COVID pandemic. Please contact the Medical Centre for other information about this.

### **FLU 2020-21**

There have been national shortages and delays in the supply of flu vaccinations this year and coupled with the COVID pandemic practices up and down the country we have experienced significant delays in what usually is a well-co-ordinated approach. PMC is working hard to secure supplies so that all patients eligible for the flu vaccine are able to be vaccinated.

### **Care for Diabetics**

Our in-house service reviews most of the patients with diabetes however, there are a small number of patients who have not been reviewed, have declined the offer of a review or have not attended their appointment. Diabetic review is an essential part of caring for people with diabetes to minimise their risk of having serious complications from poorly controlled diabetes. We are lucky to have over 30 years in-house expertise at the practice to support our patients supported by a very able Diabetic Specialist service and hospital staff where necessary. In future, to minimise the necessity for patients to phone into the surgery to make appointments, all patients will be sent pre-set appointments for their check up with their GPs so they are managed in a COVID safe, co-ordinated approach. Going forward, we will be piloting the use of Virtual group consultations in diabetes allowing people with diabetes to share their learning and experiences with each other and our diabetic teams.

## **Save the WIC**

As the partners have mentioned in their report the news of the WIC being saved came just ahead of the COVID outbreak. This has been a massive accomplishment and particular thanks go to Prakash Daswani and the PMCPA Committee members for co-ordinating and exercising such a fantastic campaign. Following a very effective campaign by the PMCPA, neighbourhood counsellors and MP's, The Pinn Medical Centre has managed to keep its 8-8, 7 days a week access to a GP ensuring they are available to both patients registered at The Pinn and those registered with neighbouring practices but are unable to access GP services. Over the last 12 years' the 8-8, 7 days a week service has remained open and has avoided patients unnecessarily attending over-crowded A&E units. The centre particularly played a key role during the first wave of the pandemic in supporting urgent and A&E systems to stay open for ill patients by managing non COVID urgent care at the Pinn. We are at present in negotiations with the CCG in developing a hybrid GP Access Centre at The Pinn Medical Centre in consultation with the PMCPA and local MPs.

We would like to take the opportunity to thank the PMCPA and its Board members for the outstanding level of support that they have given to the PMC and to patients who are frail and vulnerable and who have needed bereavement, transport and shopping services throughout the COVID pandemic.

A special thank you to Joanne Daswani , the retiring Chair of the PMPCA, who for so many years has worked tirelessly in further developing the PMPCA and its team such that this Patients Association is widely regarded as a beacon exemplar of what great looks like for a partnership of patients with their general practice. We wish her and her husband Prakash the very best for the future and we also look forward to working with Kevin Mahon and the Committee going forward. We would also like to say a special thank you to George Bardwell, Secretary and all the members of Board for their dedication and hard work in supporting the PMPCA for so long.

We would also like to thank our local MPs, David Simmonds, Nick Hurd and Gareth Thomas for supporting the Pinn Medical Centre and its walk-in services.

As we go into the escalation of the pandemic in the coming months, we would request anyone attending the Medical Centre to be mindful of the environment and wear appropriate masks, wash hands frequently and maintain social distancing.

**PMC December 2020**

## **A message to the PMCPA and our patients from the Partners of the Pinn Medical Centre**

As you all know it has been a very difficult time for General practice and the NHS as a whole. through the current pandemic. We are very proud of how our staff have risen to the challenge and we are very grateful for the support we have had from the PMCPA and the understanding and appreciation we have had from our patients

The Pinn is lucky to have a fantastic team of receptionists, administrators, our practice manager doctors and nurses who despite any personal risk have continued to care for our patients. The Partners would like to thank them all for their dedication.

When many practices have shut their doors, the Pinn has stayed open 12 hrs a day 7 days a week throughout. We are sorry if it has been difficult to get through to the surgery on the phones; currently this is a nationwide problem in primary care. We are trying to address this and have opened up many ways of communicating with our patients via text, telephone, video consults and email. We urge all patients to make full use of the online prescription service, to check the website for useful information and to let us have your mobile numbers so we can communicate more efficiently.

We appreciate our patients understanding in recognising that for everyone's protection we have to limit footfall into the surgery. For this reason we will continue to do telephone or video consultations as first line, providing face to face consultations where the clinician identifies it as necessary. If you have attended the surgery for your appointment please be aware that once checked in you may have to wait outside for your appointment and the doctor will call you when ready.

Just before Covid hit we were successful in our campaign to save walk in services at the Pinn. from imminent closure. This would never have been achieved without the PMCPA support under the tireless leadership of Jo Daswani. Her team helped with petitions, charmed councillors and journalists and persuaded our MP and a member of the House of Lords to bring our case to the decision makers at the highest level of government.

We would like to say a huge thank you to the PMCPA and all our staff and patients who supported the campaign. We thank the PMCPA for all their other much valued activities for which they volunteer their time.

Since Covid hit, at the request of the CCG and to support GP services in Harrow we have had to provide a GP access service ( booked appointments service ) We have insisted that we continue to provide assessment of any patients walking in to ensure they are dealt with safely and will continue to do so by having a hybrid GP Access / Walk in patient service.

Now that Covid vaccines are on the horizon there is some light at the end of the tunnel. The Pinn is working with our Primary Care Network developing a vaccination service that will run out of several sites in Harrow starting with the Pfizer vaccine and this should be starting with the most at risk groups in the next couple of weeks. As soon as the vaccines that are portable are available we will be aiming to vaccinate the housebound and those in care homes.

Another piece of good news is that the practice is delighted to welcome a new partner -Dr Hannah Bundock who joined the practice a few months ago. She originally started as Dr Rudolph's trainee and since then has gained special expertise in care of the elderly and working on the board of the CCG. She brings many useful skills to the partnership.

Lastly the partners would like to say a massive thank you to Jo Daswani who sadly is stepping down from her position as Chair of the PMCPA.

She has put in so much time and effort to the Association. She is always smiling, charming and enthusiastic and leads her team in an inclusive and effective manner. Her insights are well thought out, sensitively expressed and much valued by the Partners. The success of the WIC campaign is in no small part down to her personal efforts (supported by her husband Prakash). Jo, we are hugely grateful for everything you have done for the Pinn and you will be much missed. We wish you all the best for the future.

The Partners and all the staff at the Pinn wish everyone a very Happy and Healthy New Year and please stay safe through the festivities.

**PMC December 2020**

## **PMCPA AGM - RESPONSES TO COMMENTS AND QUESTIONS**

**The following Comments and Questions were submitted by Members during the AGM process and are presented here with a response to each.**

Fully accepting the difficulties involved, is the PMCPA pushing the PMC to resume face to face appointments without mandatory telephone discussions with a GP first. The procedure is fine in some, or even many, cases but there are others where it is simply not possible to assess a situation over the phone so a face to face should be automatic, even if the doctor and patient have to sit 8 or 10 feet apart.

*Thank you for your feedback. It is essential The Pinn continue to protect its patients and staff. When a clinician has assessed the needs of the patient via a telephone call or video call and they feel that there would be benefit in a face to face consultation, the clinician is able to invite the patient to attend the practice. We must continue with this current method of working in order to minimise the risk of COVID transmission. (Pinn Medical Centre – PMC)*

More of a comment. Thank you all staff at the Pinn for being there, throughout the terrible year for all of us. Hope you all kept COVID free & are well & not too stressed. I think the telephone appointments are an excellent way to sort out treatment when it's really needed. So my question is: when COVID is over, please will you continue with this triage system? As a patient, it really works & often speaking to a GP is enough & if a face to face consultation is required, it happens quickly. Thank you all so much.

*Thank you for your comments and kind words.*

*The staff have worked extremely hard throughout this last year to try and continue to provide a normal service. We hope to reflect and learn from the experiences we have had throughout the COVID-19 pandemic and incorporate the learnings of various system changes into the new way of working. (PMC)*

One question – not really for you to answer but perhaps you can guide it to the right person. I, and I think many of the Pinn patients – especially the older ones - would be very pleased to receive some information on what the Pinn's plans are for their covid vaccination programme. Precise details are not necessary – but even a short indicative text would be very welcome eg "Our practice is not scheduled to be in the first tranche of vaccinating the over 80s but we are hoping to be able to tell you sometime in January what our programme will be."

*Thank you for your feedback*

*The team has already been working on this in the background and we hope to get communications sent out shortly. (PMC)*

Walking and cycling is to be encouraged for local journeys so please could PMC provide cycle parking. Now that the ramp is used for waiting patients there is nowhere accessible to chain a bike up (unless you are strong enough to lift over the barriers in the car park! )

A bike rack would help support healthy and environmentally friendly access to PMC.

*Thank you for your comments*

*We think a bike rack would be an excellent idea and we would support the PMC PA in their application to Harrow Council on this matter (PMC)*

Note The Patients' Association is now pursuing this with Harrow Council.